

# MONTANA CHEMICAL DEPENDENCY CENTER POLICY AND PROCEDURE MANUAL

Policy Subject: Volunteer Workers	
Policy Number: PRP 01	Standards/Statutes: ARM 37.27.121
Effective Date: 01/01/02	Page 1 of 3

**PURPOSE:** To define the guidelines necessary to establish and operate a volunteer program.

**POLICY:** All volunteers, as defined will meet specific criteria during the course of their volunteer services. Volunteers will be used to enhance the quality of the program.

**PROCEDURE:**

- I. A volunteer is any person who of their own free will provides services without any financial gain.
- II. Volunteers will not perform duties that are normally performed by paid staff.
- III. Volunteers must be knowledgeable and experienced in the area they are volunteering for, as evidenced by credentials, training, certificates or letters of recommendation.
- IV. Volunteers will be solicited from the community, based upon specific needs of the facility and according to the selection criteria.
- V. All volunteers will sign a volunteer service agreement. Items covered on the agreement are:
  - A. Approximate duration of commitment.
  - B. Training (if any) to be provided by treatment center.
  - C. Information, materials or supplies to be furnished by MCDC.
  - D. Supplies/equipment the volunteer will furnish (if any) to perform the activity.
  - E. Negative tuberculosis testing results, performed within the past twelve months.

F. Signed agreement for a background clearance check to be performed.

G. Signed confidentiality pledge.

VI. Interviews will be conducted on potential volunteers to allow both the volunteer and MCDC to express expectations and agree on the scope of volunteer service.

VII. Volunteers will be required to attend orientation. The areas covered during orientation are:

A. Confidentiality

B. Patient abuse

C. Fire and Safety issues, building tour, emergency situations.

D. Pertinent policies/rules pertaining to dress, telephone usage, parking, office equipment, absence call off.

VIII. Volunteer personnel records will be maintained containing:

A. Position held, with a short description of assigned duty

B. Voluntary agreement

C. Record of number of hours volunteered

D. Orientation/training received

E. Tuberculosis testing results

F. Background check results

G. Awards and recognition

H. Accomplishments

IX. Volunteers will be covered under the State Worker's Compensation Act. If a volunteer has an accident, a claim is to be filed, using the same forms and procedure as for a paid employee, except be sure to state on the claim form that it is for a volunteer.

A. An incident form will be completed by volunteer and submitted to nursing staff.

B. Medical staff will assess the situation and make the decision if medical treatment is necessary. If required refer to volunteer's own physician or to the emergency room. Medical staff will notify the supervisor in charge of the volunteer.

C. The personnel office will report the incident to State Fund. A claim number will be received from them and given to the volunteer to submit to their physician if further care is required.

X. Volunteers will complete time sheets. A percentage of time is calculated for worker's compensation premiums.

A. Volunteer is to complete a time sheet for each pay period that volunteer hours were worked. Time sheets are available in the personnel office or after hours in reception area.

B. Print VOLUNTEER across the top of the time sheet in BIG BOLD LETTERS.

C. Record number of hours worked during the current pay period.

D. Sign completed time sheet form.

E. Return completed form to personnel office.

XI. Personnel office will track hours worked and maintain volunteer personnel records Other duties of the personnel office in regards to volunteers are:

A. File any necessary reports or claims.

B. Order required supplies.

C. Assure time sheets are complete and turned into payroll within the time lines required for regular employees.

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Revisions: \_\_\_\_\_

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